

MARYLAND DEPARTMENT OF HEALTH

Medicaid Provider Services Administration

Molly Marra

Director, Medicaid Provider Services

April 25, 2019

Overview

The Medicaid Office of Health Services (OHS) has been split into three areas, all direct reporting to our Medicaid Director:

- Benefits Management (Jill Spector)
- Long Term Services and Supports (Mark Leeds)
- **Provider Services (Molly Marra)**

Goal for Creating Provider Services Area

More consolidated support related to:

- Provider Enrollment
- Payment issues and questions
- Policy guidance and compliance

Four Teams

- Provider Enrollment (Charlie Crisp)
- Provider Relations (Nevis Smith and Darlene Jamison)
- Provider Policy & Compliance (Nina McHugh)
- Care Management & Integration (Eric Saber)

Provider Enrollment

- ePREP Implementation & Contract Monitoring
 - Electronic Provider Revalidation & Enrollment Portal
- Provider Site Visits
 - Conduct federally required site visits to moderate and high risk providers prior to new enrollment and at least every five years thereafter
- Enrollment Administrative Services
 - Internal resources to expedite enrollment data integrity issues impacting payment

1-844-4MD-PROV

mdh.providerenrollment@maryland.gov

Provider Relations

- Professional Services Claims Resolution (CMS-1500)
 - Darlene Jamison, Chief
 - Answer professional claims questions (e.g., physician group or labs)
 - Process claims > 1 year from Date of Service (DOS) if justified
 - **Provider Helpline: 410-767-5503, OPTION 2**
- Institutional Services Claims Resolution (UB-04)
 - Nevis Smith, Chief
 - Answer institutional claims questions (e.g., hospital or nursing home)
 - Process claims > 1 year from Date of Service (DOS) if justified
 - **Provider Helpline: 410-767-5503, OPTION 3**
- Long Term Care (LTC) Resolution
 - Nevis Smith, Chief
 - Resolve LTC eligibility span conflicts preventing providers from being paid
 - Contact: mdh.ltcmapr@maryland.gov

Provider Policy & Compliance

- Provider Policy & Communications
 - Regulations
 - State Plan
 - Provider Transmittals/other sub-regulatory guidance
- Provider Compliance
 - Appeals
 - Audits
 - Sanctions/Exclusions based on federal and/or State violations
- Clinical Quality Improvement
 - Electronic Health Record (EHR) Incentive Program
 - EHR-related CRISP/Health Information Exchange (HIE) projects

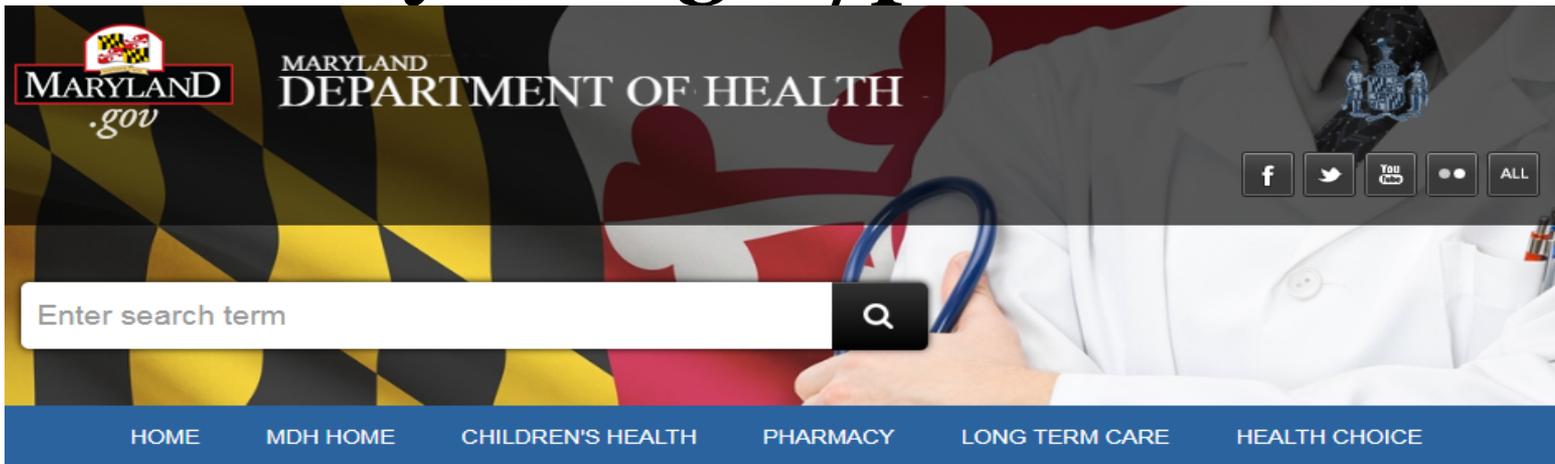
Care Management Integration

- Program Integration within LTSS System
 - Business analysis with various LTSS teams
 - Manage In-home Services and Supports (ISAS)
 - Contact: mdh.isashelp@maryland.gov
- Data & System Analytics
- Project Management Teams
 - Long Term Services and Supports, incl. Tech Support
 - MDThink

Related functions not under Provider Services

- Paper claims processing within 12 months from DOS → **Claims** Unit
- Adjustments to previously paid claims → **Adjustments** Unit
- Third party liability and Recoveries → Finance/Division of Recoveries and Financial Services (**DRAFS**)

health.maryland.gov/providerinfo



PROGRAM INFORMATION

- > [State Innovation Model \(SIM\)](#)
- > [About our programs](#)
- > [Apply for Medicaid](#)
- > [Applications for Long Term Care \(all 9709 versions available\)](#)
- > [Medicaid Renewals](#)
- > [Provider Information](#)

CHILDREN'S HEALTH

- > [Maryland Children's Health Program](#)
- > [Provider Search](#)

HEALTHCHOICE

- > [EPSDT](#)
- > [Maryland HealthChoice](#)

Medicaid Provider Information

Find provider information—including forms, program updates, and fee schedules—on this page.

RECENT UPDATES

- [ePREP is Live! Click here for more information.](#)
- [Information for Pharmacist Prescribers](#)
- [New Service! Remote Patient Monitoring](#)

PROVIDER ENROLLMENT and RE-ENROLLMENT MATERIALS

Choose the application that is specific to your provider type. If you are re-validating your enrollment, please select the "Re-Validation" check box on the application.

- [New! Provider Application and Agreement Forms \(Updated 1/20/17\)](#)
- [Private Daily Room Rate Change Form](#)

BEHAVIORAL HEALTH INFORMATION

Behavioral Health services must be authorized by the Department's designated Administrative Service Organization, Beacon Health Options.